

03-27-01

PATENT
BRENDA 10
Express Mail Label No.
EF318832135US

A
jc971 U.S. PTO
09/817072
03/26/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

UTILITY APPLICATION AND APPLICATION FEE TRANSMITTAL (1.53(b))

ASSISTANT COMMISSIONER FOR PATENTS
Box Patent Application
Washington, DC 20231

Sir:

Transmitted herewith for filing is the patent application of:

Named Inventor(s) and Address(es): Brenda Pomerance
260 West 52 St. Apt. 27B, New York, NY 10019

For: AUTOMATED COMPLAINT MANAGEMENT SYSTEM

Enclosed are

- ☒ 58 pages of specification, 1 page of Abstract, 4 pages of claims 1-42
☒ 16 sheets of drawings ☒ formal ☐ informal
☒ 1 pages of Declaration
 ☐ unsigned ☒ newly executed ☐ copy from prior application
 ☐ Deletion of inventors including Signed Statement under 37 C.F.R. § 1.63(d)(2)
☐ Request for Non-publication and Certification under 35 U.S.C. 122(b)(2)(B)(i) and Form PTO/SB/35
☒ Application Initial Information Data Sheet
☐ Assignment papers (assignment cover sheet and assignment documents)
 ☐ a check in the amount of \$40.00 for recording the Assignment
 ☐ Assignment papers filed in parent application serial no. _____
 ☐ Certification of chain of title pursuant to 37 C.F.R. § 3.73(b)
☐ Preliminary Amendment
☐ Claim for Priority
☐ Certified copy of Priority Documents ☐ English translation
☐ Information Disclosure Statement ☐ copy of _____ cited references
 ☐ copy of PTO-1449 filed in parent application serial no. _____
☒ Return receipt postcard

☒ This is a continuation-in-part (CIP) of prior application serial no. 09/793,687,
 Filing Date 02-26-01; which is a Continuation-in-Part of Application 09/543,049,
 Filing Date 04-05-00; and which is a Non Prov. of Provisional Application 60/203,705,
 Filing Date 05-11-00; and which is a Non Prov. of Provisional Application 60/216,222,
 Filing Date 07-05-00.

☒ The status of the parent application is as follows:
 ☐ A Petition For Extension of Time and proper Fee has been or is being filed in the parent
 application to extend the term for action in the parent application until _____.
 ☐ A copy of the Petition For Extension of Time in the co-pending parent application is attached.
 ☒ No Petition For Extension of Time is necessary in the co-pending parent application.

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CALCULATION OF APPLICATION FEE (For a Small Entity)

	No. Filed	No. Included in Basic Fee	No. Extra	Rate per Claim	TOTAL
Basic Fee					355
Total Claims	42	20	22	9	198
Independent Claims	6	3	3	40	120
Multiple Dependent Claims				135	
TOTAL					673


☒ Small Entity Status is claimed. Reduced fees under 37 C.F.R. § 1.9(f) are paid herewith.

☐ A check in the amount of \$_____ in payment of the application filing fee is attached.

☒ A Credit Card Payment Form authorizing payment of \$ 673.00 is enclosed.

Respectfully submitted,

Date: March 26, 2001


Brenda Pomerance
Reg. No. 36,894

CORRESPONDENCE ADDRESS:

Customer Number 000024259

Brenda Pomerance
260 West 52 St. Apt. 27B
New York, New York 10019
(212) 245-3940
bpomerance@telocity.com
bpomerance@aol.com

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s) : Brenda Pomerance

Filed : Herewith

Group Art Unit:

Examiner :

For : AUTOMATED COMPLAINT MANAGEMENT SYSTEM

EXPRESS MAIL CERTIFICATE

Express Mail Label No: EF318832135US

Date of Deposit: March 26, 2001

I hereby certify that the following attached paper(s) and/or fee

1. Application including 58 pg. specification, 1 pg. Abstract, 4 pg. claims 1-42
2. 16 sheets drawings, Formal
3. Declaration, signed
4. Application Initial Information Data Sheet
5. Application Fee Transmittal
6. Credit card authorization form for \$673.00
7. Return receipt postcard

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on the date indicated above and are addressed to the Assistant Commissioner for Patents, Washington, DC 20231.


Brenda Pomerance

CORRESPONDENCE ADDRESS:

Brenda Pomerance
260 West 52 St. Apt. 27B
New York, NY 10019
212 245-3940
bpomerance@telocity.com
bpomerance@aol.com